



National Assistive Technology Act Data System
Annual Progress Report - Full Report
Wisconsin 2019

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General Information

Statewide AT Program (Information to be listed in national State AT Program Directory)

State AT Program Title: WisTech Program
 State AT Program Title:
 State AT Program URL: <https://www.dhs.wisconsin.gov/disabilities/wistech/index.htm>
 Mailing Address: 1 W. Wilson St., Room 551, PO Box 2659
 City: Madison
 State: Wisconsin
 Zip Code: 53703
 Program Email: DHSWistech@dhs.wisconsin.gov
 Phone: 608-266-9354
 TTY:

Lead Agency

Agency Name:
 Wisconsin Department of Health Services - Bureau of Aging and Disability Resources
 Mailing Address: 1 W. Wilson St., Room 551, PO Box 2659
 City: Madison
 State: Wisconsin
 Zip Code: 53703
 Program URL: <https://www.dhs.wisconsin.gov/dph/badr.htm>

Implementing Entity

Does your Lead Agency contract with an Implementing Entity to carry out the Statewide AT Program on its behalf? (Check if Yes)

Name of Implementing Agency:
 Mailing Address:
 City:
 State:
 Zip Code:
 Program URL:

Program Director and Other Contacts

Program Director for State AT Program (last, first): Plummer, Laura
 Title: Assistive Technology Program Coordinator
 Phone: 608-514-2513
 E-mail: laura.plummer1@dhs.wisconsin.gov
 Program Director at Lead Agency (last, first): Plummer, Laura
 Title: Assistive Technology Program Coordinator
 Phone: 608-514-2513
 E-mail: laura.plummer1@dhs.wisconsin.gov
 Primary Contact at Implementing Agency (last, first)
 - If applicable:
 Title:
 Phone:
 E-mail:

Person Responsible for completing this form if other than Program Director

Name (last, first): Sobczyk, Lisa
 Title: Social Services Supervisor
 Phone: 608-266-9354
 E-mail: lisa.sobczyk@dhs.wisconsin.gov

Certifying Representative

Name (last, first): Molke, Carrie
 Title: Bureau Director
 Phone: 608-267-5267
 E-mail: Carrie.Molke@dhs.wisconsin.gov

State Financing

Did your approved state plan for this reporting period include any State Financing?	Yes
Did your approved state plan for this reporting period include conducting a Financial Loan Program?	Yes

Loan Applications			
	Area of Residence		Total
	Metro RUCC 1-3	Non-Metro RUCC 4-9	
Approved Loan made	05	04	09
Approved Not made	01	00	01
Rejected	05	02	07
Total	11	06	17

2. Income of Applicants to Whom Loans Were Made

Lowest/Highest Incomes			
Lowest Income:	\$12,139	Highest Income:	\$64,915

Average Income		
Sum of Incomes	Loans Made	Average Annual Income
\$245,556	09	\$27,284

Number and Percentage of Loans Made to Applicants by Income Range							
	Income Ranges						Total
	\$15,000 or Less	\$15,001-\$30,000	\$30,001-\$45,000	\$45,001-\$60,000	\$60,001-\$75,000	\$75,001 or More	
Number of Loans	02	05	00	00	02	00	09
Percentage of Loans	22.22%	55.56%	0%	0%	22.22%	0%	100%

3. Loan Type

Loan Type		
Type of Loan	Number of Loans	Percentage of loans
Revolving Loans	03	33.33%
Partnership Loans		
Without interest buy-down or loan guarantee	00	0%
With interest buy-down only	00	0%
With loan guarantee only	06	66.67%
With both interest buy-down and loan guarantee	00	0%
Total	09	100%

Loan Type Summary		
Type of Loan	Number of Loans	Dollar Value of Loans
Revolving Loans	03	\$3,592
Partnership Loans	06	\$71,031
Total	09	\$74,623

4. Interest Rates

Interest Rates	
Lowest	7.8%
Highest	8%

Interest Rate Summary		
Sum of Interest Rates	Number of Loans Made	Average Interest Rate
72	09	7.95%

Number of Loans Made by Interest Rate	
Interest Rate	Number of loans
0.0% to 2.0%	00

2.1% to 4.0%	00
4.1% to 6.0%	00
6.1% to 8.0%	09
8.1% - 10.0%	00
10.1%-12.0%	00
12.1%-14.0%	00
14.1% +	00
Total	09

5. Types and Dollar Amounts of AT Financed

Types and Dollar Amounts of AT Financed		
Type of AT	Number of Devices Financed	Dollar Value of Loans
Vision	01	\$788
Hearing	01	\$3,400
Speech communication	00	\$0
Learning, cognition, and developmental	00	\$0
Mobility, seating and positioning	02	\$6,600
Daily living	06	\$417
Environmental adaptations	01	\$15,000
Vehicle modification and transportation	05	\$48,418
Computers and related	00	\$0
Recreation, sports, and leisure	00	\$0
Total	16	\$74,623

6. Defaults

Defaults	
Number Loans in default	02
Net loss for loans in default	\$3,043

B. State Financing Activities that provide consumers with resources and services that result in the acquisition of AT devices and services

1. Overview of Activities Performed

How many other state financing activities that provide consumers with access to funds for the purchase of AT devices and services were included in your approved state plan?	00
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C. State Financing Activities that Allow Consumers to Obtain AT at Reduced Cost

1. Overview of Activities Performed

How many state financing activities that allow consumers to obtain AT at a reduced cost were included in your approved state plan?	00
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D. Anecdote

Through the WisLoan program a consumer was able to purchase hand controls for his pickup truck. He was then able to drive independently to his dialysis appointments. Prior to pursuing financing through WisLoan, this consumer was relying on others for transportation. He is now able to independently get to his appointments, go shopping, and be active in his community.

Impact Area Education Employment Community Living

A transition aged consumer was in need of an accessible vehicle to get to school and work. He used the WisLoan program to acquire a used, modified vehicle. Many banks would not have provided financing for this individual due to his age, lack of credit history, and the age of the vehicle so the alternative financing program was his only option.

Impact Area Education Employment Community Living

E. Performance Measures

Performance Measures				
Response	Primary Purpose for Which AT is Needed			Total
	Education	Employment	Community Living	
1. Could only afford the AT through the AT program.	00	00	00	00
2. AT was only available through the AT program.	00	00	00	00
3. AT was available through other programs, but the system was too complex or the wait time too long.	00	00	00	00
4. Subtotal	00	00	00	00
5. None of the above	00	00	00	00
6. Subtotal	00	00	00	00

7. Nonrespondent	03	03	03	09
8. Total	03	03	03	09
9. Performance on this measure	0%	0%	0%	

F. Customer Satisfaction

Satisfaction		
Customer Rating of Services	Number of Customers	Percent
Highly satisfied	00	0%
Satisfied	00	0%
Satisfied somewhat	00	0%
Not at all satisfied	00	0%
Nonrespondent	09	100%
Total Surveyed	09	
Response rate %	0%	

G. Notes:

This is our first year reporting data on alternative financing, which is managed by IndependenceFirst. All Independent Living Centers participate in this program by providing information and accepting applications from consumers. WisLoan and Telework are available statewide.

Reutilization

Did your approved State Plan for this reporting period included conducting any device reuse activities?

A. Number of Recipients of Reused Devices

Activity	Number of Individuals Receiving a Device from Activity
A. Device Exchange	00
B. Device Refurbish/Repair - Reassign and/or Open Ended Loan	883
C. Total	883

Performance Measure	
D. Device Exchange - Excluded from Performance Measure	00
E. Reassignment/Refurbishment and Repair and Open Ended Loans - Excluded from Performance Measure because AT is provided to or on behalf of an entity that has an obligation to provide the AT such as schools under IDEA or VR agencies/clients	00
F. Number of Individuals Included in Performance Measures	883

If a number is reported in E you must provide a description of the reason the individuals are excluded from the performance measure:

B. Device Exchange Activities

Device Exchange

Type of AT Device	Number of Devices Exchanged	Total Estimated Current Purchase Price	Total Price for Which Device(s) Were Exchanged	Savings to Consumers
Vision	00	\$0	\$0	\$0
Hearing	00	\$0	\$0	\$0
Speech Communication	00	\$0	\$0	\$0
Learning, Cognition and Developmental	00	\$0	\$0	\$0
Mobility, Seating and Positioning	00	\$0	\$0	\$0
Daily Living	00	\$0	\$0	\$0
Environmental Adaptations	00	\$0	\$0	\$0
Vehicle Modification & Transportation	00	\$0	\$0	\$0
Computers and Related	00	\$0	\$0	\$0
Recreation, Sports and Leisure	00	\$0	\$0	\$0
Total	00	\$0	\$0	\$0

C. Device Refurbish/Repair - Reassignment and/or Open Ended Loan Activities

Device Reassign/Repair/Refurbish and/or OEL

Type of AT Device	Number of Devices Reassigned/Refurbished and Repaired	Total Estimated Current Purchase Price	Total Price for Which Device(s) Were Sold	Savings to Consumers
Vision	25	\$3,755	\$0	\$3,755
Hearing	39	\$12,154	\$0	\$12,154
Speech Communication	09	\$655	\$0	\$655
Learning, Cognition and Developmental	07	\$289	\$0	\$289
Mobility, Seating and Positioning	498	\$405,078	\$76,689	\$328,389
Daily Living	793	\$138,079	\$43,781	\$94,298
Environmental Adaptations	21	\$7,379	\$0	\$7,379
Vehicle Modification & Transportation	00	\$0	\$0	\$0
Computers and Related	05	\$664	\$0	\$664

Recreation, Sports and Leisure	04	\$166	\$0	\$166
Total	1,401	\$568,219	\$120,470	\$447,749

D. Anecdote

A family came into the Mobility Store one afternoon in need of a new chair for one of their daughters. She had come into the store in a child’s stroller that she was clearly outgrowing. The parents talked about some of the roadblocks they’d had getting equipment with their finances and insurance. After reviewing about 8 different chairs, I brought out a bright yellow (bumble bee) stroller. The young lady’s eyes lit up, and she had to sit in this chair. When she learned that the front casters had lights that got brighter as she moved faster, she fell in love and began speeding around the showroom. The girl’s father asked if she wanted this chair, to which she replied “Yes, oh yes!” Then she said “But dad, we don’t have the money, I want to pay for it.” Mom and Dad both looked at me; they’d seen the price tag on the chair and knew they would struggle to afford it. I knelt down in front of her and asked her how much money she had in her pockets. She patted her pockets down and pulled out one dollar. I looked at her with shock and exclaimed “Oh, wow that is the exact price of the chair!” She rushed the money into my hand and looked at her Dad. “Is it mine now?” The Dad smiled at his little daughter and looked at me. I smiled and said “It is.” With immense pride in that young lady’s eyes, the parents and their children left our store as friends and family.

Impact Area Education Employment Community Living

E. Performance Measures

Performance Measures				
Response	Primary Purpose for Which AT is Needed			Total
	Education	Employment	Community Living	
1. Could only afford the AT through the AT program.	08	06	561	575
2. AT was only available through the AT program.	01	00	51	52
3. AT was available through other programs, but the system was too complex or the wait time too long.	00	00	31	31
4. Subtotal	09	06	643	658
5. None of the above	01	13	174	188
6. Subtotal	10	19	817	846
7. Nonrespondent	00	01	36	37
8. Total	10	20	853	883
9. Performance on this measure	90%	30%	75.38%	

F. Customer Satisfaction

Satisfaction		
Customer Rating of Services	Number of Customers	Percent
Highly satisfied	364	41.22%
Satisfied	502	56.85%
Satisfied somewhat	00	0%
Not at all satisfied	00	0%
Nonrespondent	17	1.93%
Total Surveyed	883	
Response rate %	98.07%	

G. Notes:

The IndependenceFirst Board of Directors elected to close both Mobility Store locations (Madison, WI and Wauwatosa, WI) as of January 2019. This impacted the amount of reutilized devices distributed and the device reuse data collection. We are partnering with our subcontractors and other external stakeholders to identify additional mechanisms to reach consumers in need of used devices, including AT4ALL and Wisconsin Surplus websites. We continue to partner with the Bureau of Correctional Enterprises to provide the refurbishment services and in FFY19 inmates provided 1582 hours of staff time for this purpose. We continue to partner with the University of Wisconsin-Madison on the WISHES program which provides hearing aids to youth.

Device Loan

Did your approved State Plan for this reporting period included conducting Short-Term Device Loans?

A. Short-Term Device Loans by Type of Purpose

Loans By Purpose	
Primary Purpose of Short-Term Device Loan	Number
Assist in decision-making (device trial or evaluation)	550
Serve as loaner during service repair or while waiting for funding	77
Provide an accommodation on a short-term basis for a time-limited event/situation	406
Conduct training, self-education or other professional development activity	14
Total	1,047

B. Short-Term Device Loan by Type of Borrower

LOANS By Borrower Type	
Type of Individual or Entity	Number of Device Borrowers
Individuals with Disabilities	744
Family Members, Guardians, and Authorized Representatives	235

Representative of Education	14
Representative of Employment	04
Representatives of Health, Allied Health, and Rehabilitation	11
Representatives of Community Living	19
Representatives of Technology	20
Total	1,047

C. Length of Short-Term Device Loans

Length of Short-Term Device Loan in Days	63
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D. Types of Devices Loaned

Types of Devices Loaned	
Type of AT Device	Number
Vision	102
Hearing	262
Speech Communication	13
Learning, Cognition and Developmental	28
Mobility, Seating and Positioning	351
Daily Living	353
Environmental Adaptations	132
Vehicle Modification and Transportation	09
Computers and Related	54
Recreation, Sports and Leisure	35
Total	1,339

E. Anecdote

A woman who has a severe vision loss was referred by the Aging & Disability Resource Center (ADRC) to North Country Independent Living (NCIL) because she is no longer able to read regular sized print due to her disability and would like to find a way to enjoy reading again. A home visit was scheduled with an Independent Living Specialist (ILS) from NCIL. The ILS demonstrated a variety of magnifiers and a talking book player and talking book. The woman had tried to use other audio book systems, but they did not work as there were too many buttons that were

small and difficult to operate. The talking book player and talking book was loaned to the woman per her request. ILS received a phone call from the woman a couple of weeks later, stating that she is enjoying the talking book player and would really like to obtain one for her to use. ILS met with the woman again and assisted her with applying for the WI Talking Book & Braille library. When the talking book player and catalog arrived, the woman contacted the ILS, and the ILS again met with the woman. The ILS picked up the loaner talking book player and showed the woman how to go about obtaining talking books from the WI Talking Book & Braille library. The woman thanked the ILS and expressed her enjoyment with being able to enjoy books again.

Impact Area Education Employment Community Living

F. Access Performance Measures

Access Performance Measures				
Response	Primary Purpose for Which AT is Needed			Total
	Education	Employment	Community Living	
Decided that AT device/service will meet needs	11	27	295	333
Decided that an AT device/ service will not meet needs	05	06	148	159
Subtotal	16	33	443	492
Have not made a decision	02	00	33	35
Subtotal	18	33	476	527
Nonrespondent	01	00	22	23
Total	19	33	498	550
Performance on this measure	88.89%	100%	93.07%	

G. Acquisition Performance Measures

Acquisition Performance Measures				
Response	Primary Purpose for Which AT is Needed			Total
	Education	Employment	Community Living	
1. Could only afford the AT through the AT program.	02	03	90	95
2. AT was only available through the AT program.	04	02	283	289
3. AT was available through other programs, but the system was too complex or the wait time too long.	01	02	53	56
4. Subtotal	07	07	426	440
5. None of the above	04	07	31	42

6. Subtotal	11	14	457	482
7. Nonrespondent	01	00	14	15
8. Total	12	14	471	497
9. Performance on this measure	63.64%	50%	93.22%	

H. Customer Satisfaction

Satisfaction		
Customer Rating of Services	Number of Customers	Percent
Highly satisfied	783	74.79%
Satisfied	203	19.39%
Satisfied somewhat	31	2.96%
Not at all satisfied	06	0.57%
Nonrespondent	24	2.29%
Total Surveyed	1,047	
Response rate %	97.71%	

I. Notes:

Device Demonstration

A. Number of Device Demonstrations by Device Type

Type of AT Device / Service	Number of Demonstrations of AT Devices / Services
Vision	129
Hearing	209
Speech Communication	58
Learning, Cognition and Developmental	96
Mobility, Seating and Positioning	128
Daily Living	177
Environmental Adaptations	59
Vehicle Modification and Transportation	17
Computers and Related	166

Recreation, Sports and Leisure	56
Total # of Devices Demonstrated	1,095

B. Types of Participants

Demonstrations by Participant Type	
Type of Participant	Number of Participants in Device Demonstrations
Individuals with Disabilities	835
Family Members, Guardians, and Authorized Representatives	354
Representatives of Education	39
Representatives of Employment	08
Health, Allied Health, Rehabilitation	321
Representative of Community Living	65
Representative of Technology	10
Total	1,632

C. Number of Referrals

Referrals	
Type of Entity	Number of Referrals
Funding Source (non-AT program)	239
Service Provider	495
Vendor	451
Repair Service	00
Others	68
Total	1,253

D. Anecdote

A child in need of writing aids was visited by a Midstate Independent Living Choices (MILC) staff to demonstrate several pieces of assistive technology. The child has very small hands, struggles with fine motor skills, and has autism. The demo of "Easy Grip Straps" worked well for her. Staff also brought along the "Squigs" for the child to play with to help with dexterity and hand strength. The Squigs needs to be gripped tightly to pull apart or snap together. At first try, the child was unable to pull the pieces apart and continued to ask for help. Staff kindly stated that if he continues to pull the pieces apart for her, she will not learn to do it herself. By the

end of the meeting the child was very excited, squealing "I did it!" As a follow up to this demo, a donated activity board that included locks, chains, an outlet plate with a cut extension cord, tap lights, and other forms of play that require significant hand strength was provided to the consumer. We received a report from her parents that she has been able to continue improving her hand strength and has been enjoying the activity board as playtime during her day.

Impact Area Education Employment Community Living

E. Performance Measures

Performance Measures				
Response	Primary Purpose for Which AT is Needed			Total
	Education	Employment	Community Living	
Decided that AT device/service will meet needs	97	100	643	840
Decided that an AT device/ service will not meet needs	10	08	145	163
Subtotal	107	108	788	1,003
Have not made a decision	11	03	77	91
Subtotal	118	111	865	1,094
Nonrespondent	01	00	00	01
Total	119	111	865	1,095
Performance on this measure	89.92%	97.3%	91.1%	

F. Customer Satisfaction

Satisfaction		
Customer Rating of Services	Number of Customers	Percent
Highly satisfied	1,342	82.23%
Satisfied	264	16.18%
Satisfied somewhat	17	1.04%
Not at all satisfied	09	0.55%
Nonrespondent	00	0%
Total	1,632	
Response rate %	100%	

G. Notes:

Overall Performance Measures

Overall Acquisition Performance Measure

Acquisition Performance Measures				
Response	Primary Purpose for Which AT is Needed			Total
	Education	Employment	Community Living	
1. Could only afford the AT through the AT program.	10	09	651	670
2. AT was only available through the AT program.	05	02	334	341
3. AT was available through other programs, but the system was too complex or the wait time too long.	01	02	84	87
4. Subtotal	16	13	1,069	1,098
5. None of the above	05	20	205	230
6. Subtotal	21	33	1,274	1,328
7. Nonrespondent	04	04	53	61
8. Total	25	37	1,327	1,389
9. Performance on this measure	62.5%	29.73%	75.02%	73.58%
ACL Performance Measure				85%
Met/Not Met				Not Met

Overall Access Performance Measure

Access Performance Measures				
Response	Primary Purpose for Which AT is Needed			Total
	Education	Employment	Community Living	
Decided that AT device/service will meet needs	108	127	938	1,173
Decided that an AT device/ service will not meet needs	15	14	293	322
Subtotal	123	141	1,231	1,495
Have not made a decision	13	03	110	126
Subtotal	136	144	1,341	1,621
Nonrespondent	02	00	22	24
Total	138	144	1,363	1,645

Performance on this measure	89.78%	97.92%	91.8%	92.17%
ACL Performance Measure	90%			
Met/Not Met	Met			

Overall Satisfaction Rating

Customer Rating of Services	Percent	ACL Target	Met/Not Met
Highly satisfied and satisfied	98.21%	95%	Met
Response Rate	98.60%	90%	Met

Training

A. Training Participants: Number and Types of Participants; Geographical Distribution

Training by Participant Type	
Type of Participant	Number
Individuals with Disabilities	791
Family Members, Guardians and Authorized Representatives	250
Representatives of Education	75
Representatives of Employment	176
Rep Health, Allied Health, and Rehabilitation	734
Representatives of Community Living	553
Representatives of Technology	46
Unable to Categorize	738
TOTAL	3,363

Geographic Distribution of Participants			
Metro	Non Metro	Unknown	TOTAL
2,310	1,019	34	3,363

B. Training Topics

Trainings by Topic	
Primary Topic of Training	Participants

AT Products/Services	1,250
AT Funding/Policy/ Practice	324
Combination of any/all of the above	1,500
Information Technology/Telecommunication Access	141
Transition	148
Total	3,363

B. Description of Training Activities

Describe innovative one high-impact assistance training activity conducted during the reporting period:

Independent Living Centers have been doing increased outreach to local programs that cover aging and health. Two examples include the following: The Greendale Health Department puts on a state funded fall prevention program for seniors each year. At this training they offer a "booster" class at the end of each session that includes a "hands on" presentation dealing with fall prevention. IndependenceFirst was asked to participate in this training and share information and resources related to assistive technology and falls prevention. This presentation is now a regular part of their class, and includes hands on demos of various fall prevention aids and AT. Two staff members from the Center for Independent Living for Western Wisconsin participated in Senior Meal site demonstrations in Clark County, which included demonstrating adaptive AT and other services offer by IL centers to small groups of older adults at these sites.

Briefly describe one training activity related to transition conducted during the reporting period:

Parents United is a support group for parents and educators who work with school age exceptional education students. They requested a transition related presentation. The session covered legal rights, reasonable accommodation, and work related expectations, and identified points where assistive technology can be used to increase independence.

Briefly describe one training activity related to Information and Communication Technology accessibility:

Staff from Options for Independent Living and the Department of Health Services provided ICT training to the Assistive Technology Advisory Council as a follow-up to the pre-conference training session where these staff members learned about ICT access. The primary focus of this training was to teach individuals how to create accessible documents in Microsoft Word, Microsoft PowerPoint and in a PDF format. With feedback from the trainees the Options staff member plans to conduct additional ICT trainings and work with the other Independent Living Centers to conduct similar trainings for external organizations and stakeholders.

D. IT/Telecommunications Training Performance Measure

IT/Telecommunications Training Performance Measure	
Outcome/Result From IT/Telecommunications Training Received	Number
IT and Telecommunications Procurement or Dev Policies	121
Training or Technique Assistance will be developed or implemented	20
No known outcome at this time	00
Nonrespondent	00
Total	141
Performance Measure Percentage	100%
ACL Target Percentage	70%

Met/Not Met

Met

E. Notes:

Technical Assistance

A. Frequency and Nature of Technical Assistance

Technical Assistance by Recipient Type	
Education	20%
Employment	6%
Health, Allied Health, Rehabilitation	2%
Community Living	50%
Technology (IT, Telecom, AT)	22%
Total	100%

B. Description of Technical Assistance

Describe innovative one high-impact assistance activity that is not related to transition:

Technical assistance was provided to the Department of Natural Resources on how and why to change policies within state properties to allow for the use of outdoor wheelchairs (track chairs) on trails without applying for a PDMD (power driven mobility device) permit. The PDMD permit was intended for all-terrain vehicles and requires an individual to apply for a permit 30 days in advance for a specific park and for a specific date, with no option to update or modify should their recreational plans need to be altered. A policy change for outdoor wheelchairs will allow individuals with disabilities the same level of access as those without disabilities. Staff from DHS provided technical assistance to the Public Service Commission (PSC) regarding the Telecommunications Equipment Purchase Program (TEPP) equipment distribution program. This included technical expertise regarding the approved equipment list and periodic review of specialized requests by TEPP program voucher recipients.

Briefly describe one technical assistance activity related to transition conducted during the reporting period:

Staff from Options for Independent Living met with members of the Assistive Technology (AT) team for the Green Bay Area Public School district to discuss collaborations to assist with student AT needs. As a result of the discussion, Options staff presented to a large group of OT/PT supervisors from each of the schools in the district to propose how our ILC can provide services, demonstrations, and loans in collaboration with their staff. Their staff has extensive knowledge of each of the students and our staff has extensive knowledge of the different types of technology available, so the collaboration is a great fit that can hopefully assist more students going forward.

C. Notes:

Public Awareness

Public Awareness Activities

Public Awareness Narratives

Describe in detail at least one and no more than two innovative or high-impact public awareness activities conducted during this reporting period. Highlight the content/focus of the awareness information shared, the mechanism used to disseminate or communicate the awareness information, the numbers and/or types of individuals reached, and positive outcomes resulting from the activity. If quantitative numbers are available regarding the reach of the activity, please provide those: however, quantitative data is not required.

1. The AT Advisory Council and DHS WisTech staff finalized and produced new marketing and outreach materials during FFY19. This included an updated brochure, informational postcards for WisconsinAT4ALL's website, and a tabletop display with tablecloth for exhibit booths. This will serve to highlight the AT Act program overall, the online availability of the loan and demonstration program inventory. Brochures and postcards were distributed to each ILC and made available at various

presentations and booths throughout Wisconsin during FFY19. All of these updated marketing materials were designed to provide maximum accessibility for all users. Design decisions were made to utilize user-friendly language, visual imagery, and QR codes as an additional access methods. The new display board is lightweight and can be assembled by all users and the designs of the tablecloth and runner are at a reduced size to allow those with physical disabilities full access.

2. Independent Living Resources (ILR) was contacted by a local Aging and Disability Resource Center (ADRC) who was holding a "Dementia Conference" that focused on providing information to caregivers of individuals with Dementia. ILR was able to have a booth with assistive technology (AT) specific to individuals with dementia. Through this booth, ILR staff was able to speak to approximately 30 caregivers who were interested in finding out more about dementia-specific AT. The conference drew individuals from around the Wisconsin and ILR staff provided public awareness by directing attendees to their local WisTech programs and the AT4All website to view inventory. This activity led to several individuals following up with not only ILR but also their local IL Centers to receive a loan or demonstration of equipment to try out.

Information And Assistance

Information And Assistance Activities by Recipient			
Types of Recipients	AT Device/ Service	AT Funding	Total
Individuals with Disabilities	891	281	1,172
Family Members, Guardians and Authorized Representatives	239	56	295
Representative of Education	16	00	16
Representative of Employment	15	03	18
Representative of Health, Allied Health, and Rehabilitation	64	15	79
Representative of Community Living	166	22	188
Representative of Technology	01	02	03
Unable to Categorize	78	02	80
Total	1,470	381	1,851

Notes:

State Improvement Outcomes

State improvement outcomes are not required. You may report up to two MAJOR state improvement outcomes for this reporting period. How many will you be reporting?	01
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A. State Improvements

1. In one or two sentences, describe the outcome. Be as specific as possible about exactly what changed during this reporting period as a result of the AT program's initiative.

During FFY19 staff from the Department of Health Services and Options for Independent Living received in-depth training from AT3 on ICT accessibility.

2. In one or two sentences, describe the written policies, practices, and procedures that have been developed and implemented as a result of the AT program's initiative. Include information about how to obtain the full documents, such as a Web site address or e-mail address of a contact person, but do not include the full documents here. (If there are no written policies, practices and procedures, explain why.)

Staff trained on ICT practices then provided outreach and training to the AT Advisory Council, other independent living centers, the Wisconsin Technical College System, and internally at the Department of Health Services. ICT training was provided to the DHS Communications Team in the Office of the Secretary which will impact the entire organization. As a result, an Accessibility Team has been formed within the Office of the Secretary.

3. What was the primary area of impact for this state improvement outcome?

Technology (ICT accessibility and AT

B. State Improvements

1. In one or two sentences, describe the outcome. Be as specific as possible about exactly what changed during this reporting period as a result of the AT program's initiative.

2. In one or two sentences, describe the written policies, practices, and procedures that have been developed and implemented as a result of the AT program's initiative. Include information about how to obtain the full documents, such as a Web site address or e-mail address of a contact person, but do not include the full documents here. (If there are no written policies, practices and procedures, explain why.)

3. What was the primary area of impact for this state improvement outcome?

Additional And Leveraged Funds

Additional and Leveraged Funds

Did you have Additional and Leveraged Funding to Report?	
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A. Leveraged Funding for State Plan Activities

State Plan Activities		
Fund Source	Amount	Use of Funds

B. Leveraged Funding for Activities Not in State Plan (data not previously reported in other activity sections)

Non-State Plan Activities				
Fund Source	Amount	Use of Funds	Individuals Served	Other Outcome

C. Describe any unique issues with your data in this section (e.g., the reason why you were unable to report the number of individuals served with additional or leveraged funds).

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